

GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.
CONWAY, SOUTH CAROLINA

Third Revised Page 4
Cancels Second Revised Page 4
Effective: April 1, 2011

13. MISCELLANEOUS SERVICE ARRANGEMENTS

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13.18 311 Dialing Code

13.18.1 General

N

- A. The 311 Dialing Code ("311") is a three-digit service code designated by the North American Numbering Plan Administration (NANPA) to provide access to non-emergency and other government services.
- B. The Cooperative provides the 311 Dialing Code service in the Cooperative's local calling area only. The 311 subscriber is required to work separately with competing telecommunications providers to make provisions so that those providers' end user customers are able to reach the 311 subscriber when dialing 311.
- C. The local calling area of the 311 service will be the basic local calling area for the Cooperative's exchanges as defined in Section 3.2 of this Tariff.
- D. This service is furnished subject to the availability of the 311 Dialing Code.
- E. 311 calls can be delivered to county information call centers by routing 311 calls to either regular exchange access lines or to a 10-digit toll free number.
- F. Limitations and use of service as stated in Section 2.4 of this Tariff apply.
- G. Directory Listings may be provided for 311 service at rates and regulations as specified in Section 6 of this Tariff.
- H. The ability to dial 311 may be hindered as a result of special line treatment or customer premises equipment.
- I. The 311 subscriber is restricted from selling or transferring the 311 Dialing Code to an unaffiliated entity, either directly or indirectly.
- J. An "affiliate" of a 311 subscriber is any entity that directly, or indirectly, through one or more intermediaries, controls, is controlled by, or is under common control with, the 311 subscriber. The term "control", including the terms "controlling", "controlled by" and "under common control with", means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

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13.18 311 Dialing Code (continued)

13.18.1 General (continued)

- K. Dialing 311 will not provide calling number information, in real time, of the caller dialing 311, unless the 311 call center subscribes to a Calling Name/Number Delivery service.
- L. 311 calls to a disconnected routing number previously provided by the Cooperative may be routed to an intercept announcement for a maximum of 30 days.
- M. The dialing of the 311 code may be incompatible with other telecommunications services and features subscribed to by the end user.

13.18.2 Service Requirements and Conditions

- A. The Cooperative will provision the subscriber's order to establish the 311 Dialing Code within a reasonable time period, depending on the complexity of the order. The 311 subscriber will be billed at those rates specified in section 13.18.3 below.
- B. Only one local number, or one ten-digit toll free number, may be used as the lead number in routing 311 calls originating within a basic local calling area. All of the Cooperative's central office switches, in a local calling area, will route 311 calls to the same lead, or destination, number.
- C. The 311 Dialing Code service is provided where facilities permit.

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13.18 311 Dialing Code (continued)

13.18.2 Service Requirements and Conditions (continued)

D. The 311 Dialing Code service will be provided under the following conditions.

1. For network sizing and protection, the 311 subscriber must provide an estimate of annual call volumes, the expected busy hour and the holding time for each call to 311.
2. The customer will subscribe to adequate telephone facilities, as may be required in the judgment of the Cooperative, to adequately handle 311 calls without impairing the Cooperative's general telephone service or telephone plant facilities.
3. The 311 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
4. The 311 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Cooperative against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
5. Suspension of service, as described in Section 2.5.3 of this tariff, is not applicable to this service.
6. The 311 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 311. If requested by the Cooperative, the 311 subscriber shall assist the Cooperative in responding to complaints made to the Cooperative concerning the subscriber's 311 service.

13. MISCELLANEOUS SERVICE ARRANGEMENTS

13.18 311 Dialing Code (continued)

13.18.2 Service Requirements and Conditions (continued)

- D. The 311 Dialing Code service will be provided under the following conditions (continued)
7. A written notice will be sent to any 311 subscriber, following oral notification, when their service unreasonably interferes with, or impairs, other services rendered to the public by the Cooperative. If, after notification, the subscriber makes no modification in the method of operation or in the service arrangements that are deemed service-protected by the Cooperative, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Cooperative reserves the right, at any time, and without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Cooperative, the Cooperative reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- E. If a pre-recorded announcement is provided by the 311 subscriber, the following conditions apply.
1. The 311 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the announcement equipment producing the recording, advertising and promotional expenses.
2. The 311 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the announcement equipment located on the subscriber's premises.
- F. The Cooperative may take all legal and practical steps to disassociate itself from 311 subscribers providing services whose business and/or public conduct, whether demonstrated or proposed, is of a type that in the Cooperative's discretion generates unacceptable levels of complaints by end users.
- G. In no event shall the Cooperative be liable for any losses or damages of any kind resulting from the unavailability of its equipment, or facilities, or for any act, omission or failure of performance by the Cooperative, or its employees, or agents, in connection with the 311 service. The Cooperative shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties associated with Cooperative facilities and equipment nor for equipment owned or leased by the subscriber.

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13.18 311 Dialing Code (continued)

13.18.3 Rates and Charges

A. Application of Rates

1. In addition to a one-time Service Establishment fee, a one-time Central Office Switch Activation charge shall apply for each central office switch in which traffic routing translations are required for the routing of 311 calls.
2. 311 subscribers will pay, at rates contained within this Tariff, monthly and nonrecurring charges for local exchange access lines and other services provided by the Cooperative and used for the transporting and terminating of 311 calls to the subscriber's designated premises.
3. A charge will apply when the Cooperative, at the subscriber's request, routes the 311 calls to a different destination, or routing, number.

B. Charges applicable to the 311 Dialing Code Service

| | <u>Installation Charge</u> |
|--|----------------------------|
| 1. Service Establishment | \$ 400.00 |
| 2. Central Office Switch Activation | |
| Per Central Office | \$ 150.00 |
| 3. Change of Destination, or Routing, Number | |
| Per Central Office | \$ 13.50 |

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13. MISCELLANEOUS SERVICE ARRANGEMENTS

13.19 Audio Conferencing

N

13.19.1 General

- A. Audio Conferencing is a versatile conferencing service that allows multiple callers to participate in a single telephone call under the management of a conference call moderator.
- B. The call moderator controls participant interaction, call flow, call recordings and various other conferencing options and features utilizing either a telephone or web interface.
- C. Audio Conferencing can be provisioned utilizing either local or 1-800-based dial-in access.
- D. Various pricing options are available for Audio Conferencing service based upon the amount of monthly usage required by the subscriber. Pricing elements include a monthly recurring charge and per-minute charge for call usage exceeding defined call volume thresholds.
- E. There is not a minimum term for the Audio Conferencing service.

13.19.2 Rates and Charges

- A. The following rates and charges are for Audio Conferencing service only and are in addition to the applicable monthly rates and nonrecurring charges for Exchange Access Lines and other services and equipment to which they are associated.

| <u>Rate Plan</u> | <u>Monthly Rate</u> | <u>Minutes Per Month</u> | <u>Overage Charge</u> |
|------------------|---------------------|--------------------------|-----------------------|
| Tier 1 | \$ 25.00 | 250 | \$ 0.15 |
| Tier 2 | \$ 50.00 | 500 | \$ 0.15 |
| Tier 3 | \$ 75.00 | 1000 | \$ 0.15 |

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13. MISCELLANEOUS SERVICE ARRANGEMENTS

13.20 Advanced Calling Features

N

13.20.1 General

A. An Advanced Calling Feature provides for enhanced calling feature and services in addition to Exchange Access Line Service. Advanced Calling Features are limited to those served by central offices arranged for such services and are furnished only in connection with individual line service

B. Description of Features

1. Find Me Follow Me

Allows a customer to receive calls at any location and allows the customer to be reached at any of several phone numbers as well as have a call re-directed service that aims to connect callers to a called party by ringing additional numbers, in turn, if the called party does not answer the first number called the service also allows for all numbers to ring simultaneously, or numbers can be scheduled to ring at designated times and dates.

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13. MISCELLANEOUS SERVICE ARRANGEMENTS

13.20 Advanced Calling Features (continued)

13.20.2 Rates and Charges

A. Residence Individual Features

Monthly Rate
See Current Price List

1. Find Me Follow Me

B. Business Individual Features

Monthly Rate
See Current Price List

1. Find Me Follow Me

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CURRENT PRICE LIST

| Section | Service Description | Current Price |
|---------|---------------------|---------------|
|---------|---------------------|---------------|

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13.20.2 Advanced Calling Features

13.20.2 Advanced Calling Features-Residence

Monthly

13.20.2 Find Me Follow Me

\$ 5.00

13.20.2 Advanced Calling Features-Business

Monthly

13.20.2 Find Me Follow Me

\$ 5.00